

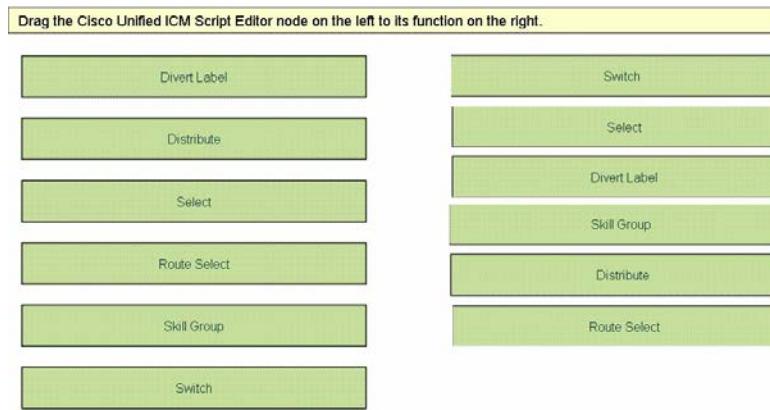


Cisco

642-243

Unified Contact Center Enterprise Support

Answer:



QUESTION: 37

In the Cisco Unified Contact Center Enterprise solution, which command should be entered at the command prompt to invoke the Cisco Unified ICM Support Tools command-line version of the "Log Collection Utility" in interactive mode?

- A. lct
- B. lcutil
- C. lcutility
- D. lctool
- E. supporttoolslogcollection

Answer: D

QUESTION: 38

In the Cisco Unified Contact Center Enterprise deployment, agents are reporting they are getting two ACD calls from the system at once. Which three of these tools or logs would be useful to help find the cause of this error? (Choose three.)

- A. RTRTrace to enable tracing on the Cisco Unified ICM Call Router
- B. Procmon to enable tracing on the Cisco Unified Communications Manager Peripheral Gateway
- C. TraceUtil to enable tracing on the Cisco Unified Communications Manager Peripheral Gateway

- D. EMSTrace to enable tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway
- E. OPCTest to turn up tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway
- F. OPCTrace to turn up tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway

Answer: A, B, E

QUESTION: 39

Refer to the exhibit.

In a Cisco Unified Contact Center Enterprise deployment, Agent 180020 using the Cisco Unified Communications Manager IP Phone with Extension 7220 is unable to log in to the system. Given the configuration in the exhibit, what changes need to be made to allow this agent to log in?

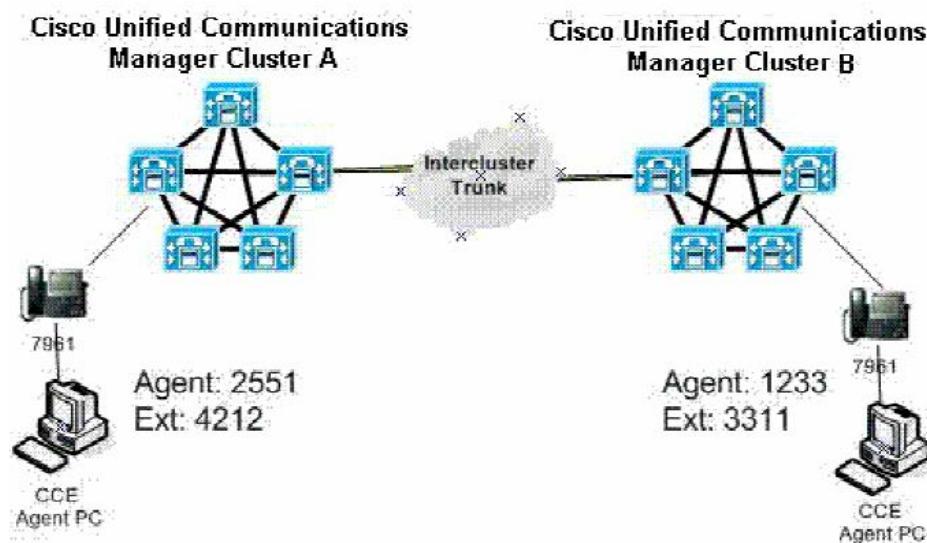
- A. Add the agent's device (IP Phone) to the Controlled Devices for PGuser JTAPI/CTI Application User using Cisco Unified Communications Manager Administration.

- B. Add Agent 180020 to the "Sales" sPass group to allow the system to route calls to the agent.
- C. Add the agent's device (IP Phone) to the Controlled Devices for IPIVRuser JTAPI/CTI Application User using Cisco Unified Communications Manager Administration.
- D. Add the Role "Standard Presence User" to the PGuser configuration using Cisco Unified Communications Manager Administration.

Answer: A

QUESTION: 40

Refer to the exhibit.



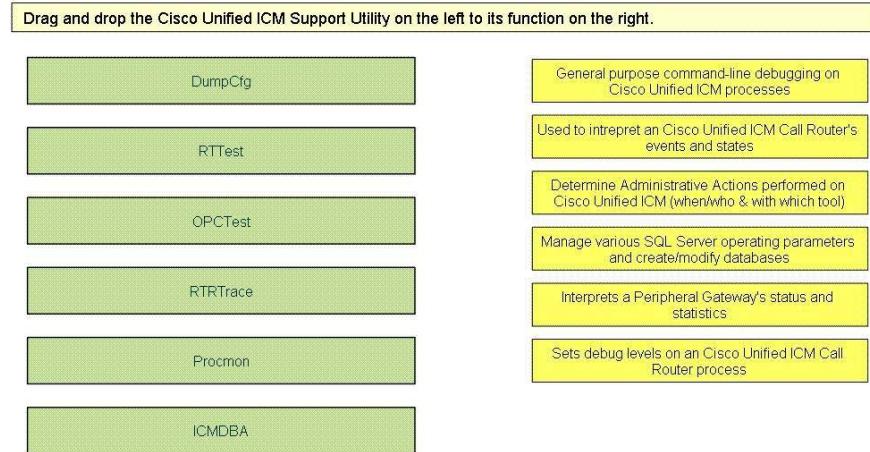
In the distributed Cisco Unified Contact Center Enterprise design with multiple Cisco Unified Communications Manager clusters as shown in the exhibit, what is the impact if Agent 2551 transfers a call, routed to that agent by Cisco Unified CCE, directly to Agent 1233 using the agent extension 3311?

- A. Agent 1233 could get an ACD call routed by Cisco Unified CCE on extension 3311.
- B. Cisco Unified CCE would reject the transfer across the intercluster trunk automatically.
- C. Agent 1233 would get the call, but without any screen pop or CTI data.
- D. Cisco Unified CCE provides cradle-to-grave reporting on the call once it is sent to Agent 1233.
- E. The call would only work if both agents were using either CAD or CTI OS desktops.

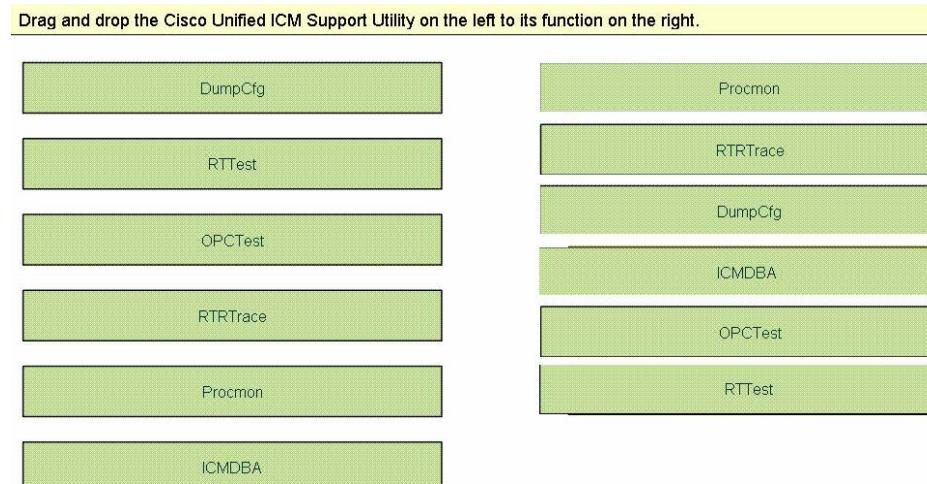
Answer: C

QUESTION: 41

Drop



Answer:



QUESTION: 42

In the Cisco Unified Contact Center Enterprise system, there are several key utilities and commands that can be used to verify the state of a logged in agent. Which two of these tools or lines of syntax should be used to perform this test? (Choose two.)

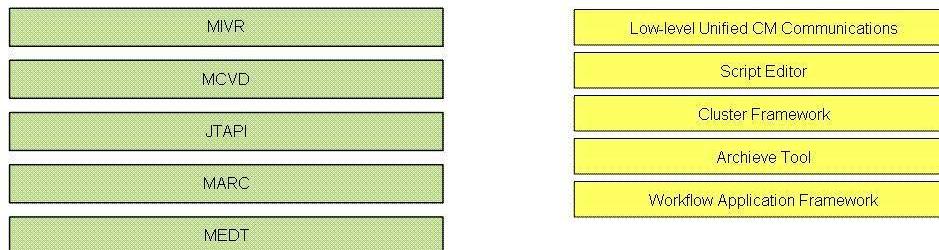
A. C:>rttest /cust UCCE /node RouterA
 RTTEST Release 7.0.0.0 , Build 14833
 rttest: list_agent_status /agent 5001
 B. C:>rttest /cust UCCE /node RouterA
 RTTEST Release 7.0.0.0 , Build 14833
 rttest: agent_status /agent 5001
 C. C:>opctest /cust UCCE /node PG1A
 OPCTEST Release 7.0.0.0 , Build 14833
 opctest: list_agents 5000
 D. C:>procmon UCCE PG1A pim1
 >>>pim_list_agents
 E. C:>opctest /cust UCCE /node PG1A
 OPCTEST Release 7.0.0.0 , Build 14833
 opctest: dump_agents 5000 /agent 67172900

Answer: B, C

QUESTION: 43

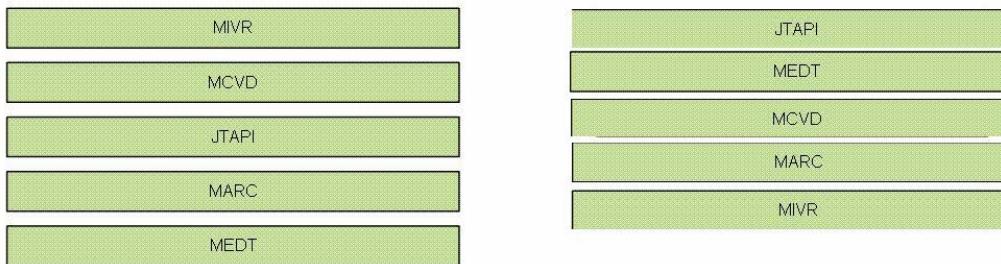
Drop

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.



Answer:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.



QUESTION: 44

Choose the correct sequence of agent state events from Agent Login to Agent Logout in the Cisco Unified Contact Center Enterprise solution.

- A. login, not ready, ready, available, reserved, talking, hold, wrap up, logout
- B. login, ready, available, reserved, talking, hold, wrap up, not ready, logout
- C. login, not ready, ready, available, reserved, hold, wrap up, not ready, logout
- D. login, not ready, ready, available, reserved, talking, hold, wrap up, not ready, logout

Answer: C

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DON'T KNOW
OR NO PREFERENCE

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